



Homelessness Response Group (HRG)

Update on Progress to Children and Families
Standing Committee

Today's Update

- ▶ Recap: Purpose of HRG
- ▶ Defining characteristics of the HRG model
- ▶ Progress to date
 - Outputs
 - Outcomes
 - Feedback
- ▶ Opportunities

Purpose of HRG

- Wrap-around case coordination
- Complex needs
- Homeless or at risk of homelessness
- Key features:
 - Regular client case plan reviews
 - Collaborative case management
 - Creative, evidence based, sustainable outcomes
 - Shared assessment and referral tools
 - Identify and address systemic issues

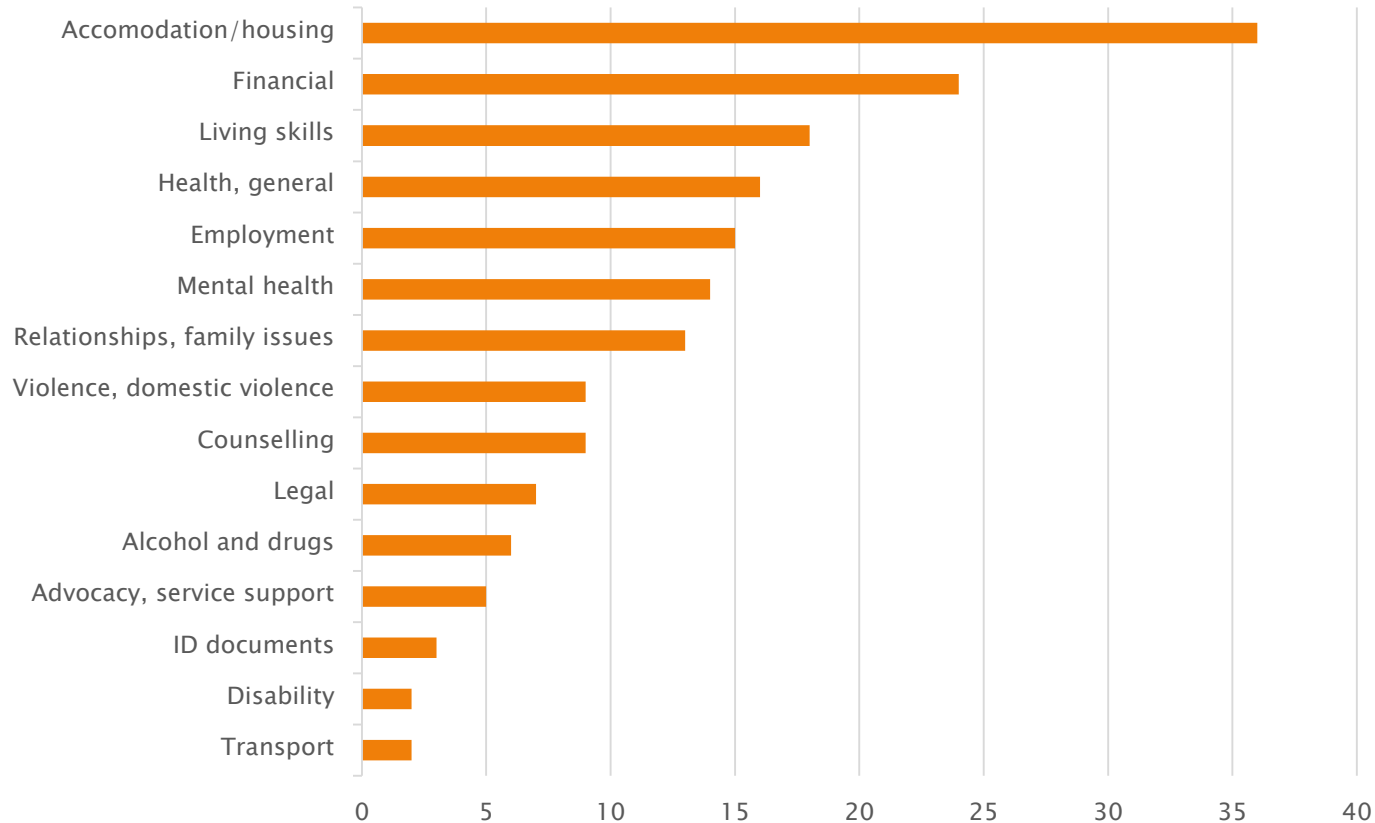
Defining Characteristics of the Model

- Collaborative Agreement
 - Enable referrals from organisations
 - Staff inductions
 - Steering group of 8 organisations
- Value of HRG to participating organisations
 - Networking and collaboration (88% say better outcomes)
 - Accountability (peers and others)
 - Creative solutions and learning
 - Being heard

Progress – Outputs (2017–18)

Measure	Result
Participating organisations	16
Number of meetings	21
Organisations represented per meeting (average)	7
Case workers at HRG	49
Total clients supported	41
Avg client duration on HRG (months)	7.5
Brokerage spend	\$6,500

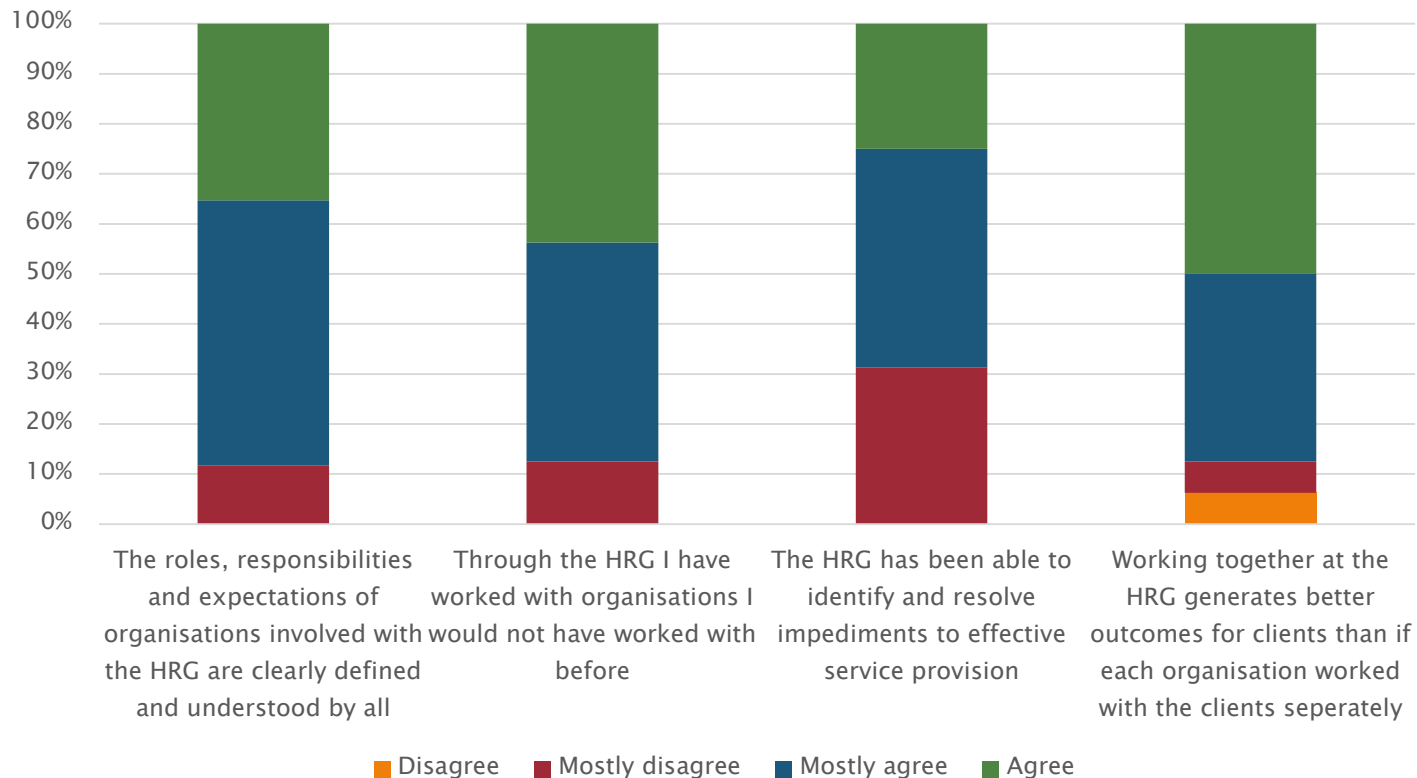
HRG Clients by Support Area



HRG Outcomes

- Good value for HRG members
- Clients more hopeful
- Effective in linking clients to supports
- Expanded networks and collaboration
- Case Coordination
- Accountability
- Positive support and improved morale for case staff
- Improved integrated case management for clients
- Long term housing needs resolved – 7% of clients

Value for Members



Clients More Hopeful

“I think for those clients who really have complex needs it gives them hope that there is something being done for them and they are valued. And that’s important.”

Linking Clients to Supports

“That particular client needed help from a variety of services and having that person in the HRG got the other services to react quicker even though those other services that I’m talking about aren’t in the HRG but they know about it and knowing that that person was there made them speed up the process.”

Collaboration

“..Building those networks has been so important for me it really accelerated for me, as a newcomer, making those connections with other services.”

“(HRG) you’re like case managing everyone, everyone in that room is doing something.”

Case Coordination

“You can get three different services working with that individual. If we’re not in that HRG it’s only going to be one service working with them. Yeah, we can send referrals and that but having that client there, that client’s just not a normal client, it’s a special client that needs all the support that they can get and one service won’t be able to do it.”

Accountability

“ (HRG) has accountability for everyone because every fortnight that client is still on there and saying what you were going to do last fortnight and you’ve got to give that update of what you’ve done and reason if something hasn’t been or if it’s good.

Positive Support and Improved Morale

“And I really like that philosophy because you don’t go away thinking ‘Oh, it’s just a disaster and it hasn’t worked out.’”

“I notice now that I work with certain services outside of the HRG as well”

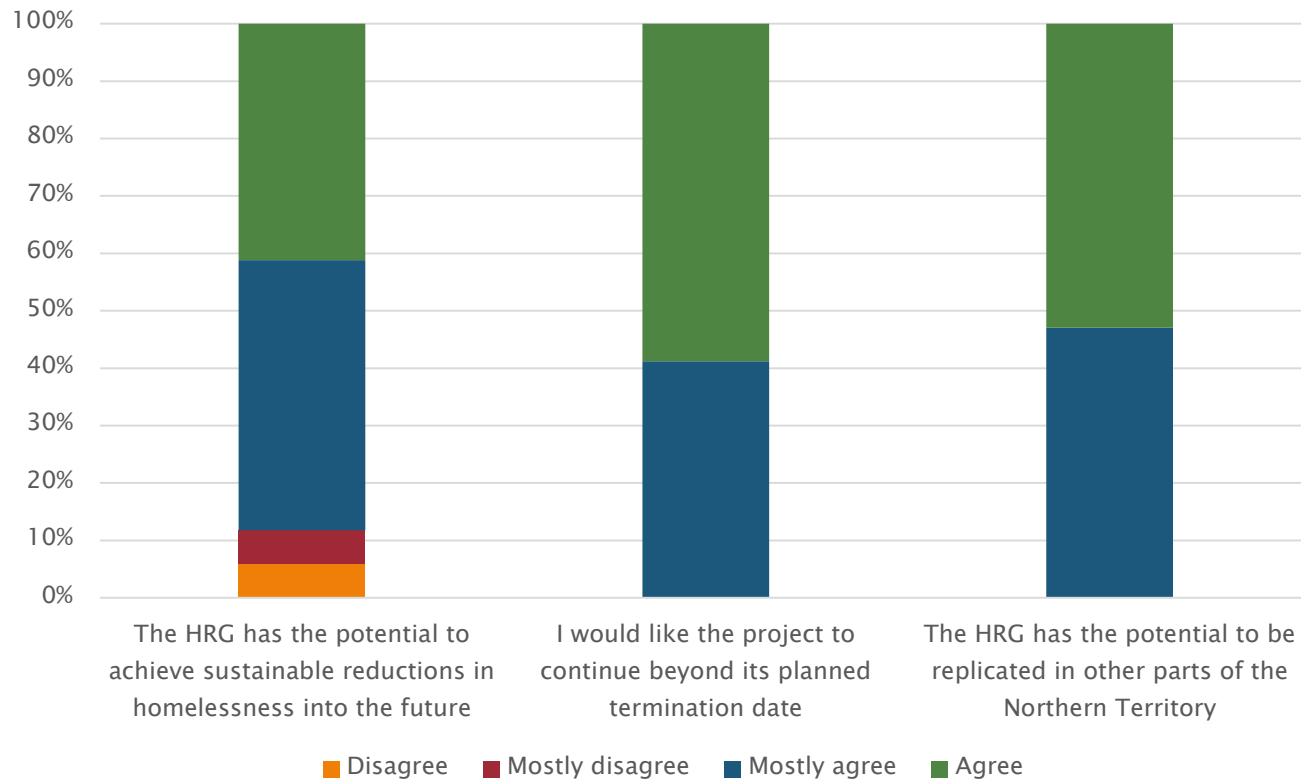
“When you go to HRG and you discuss what’s going on for that client people are so generous with their contribution of ideas that you come away and think ‘Great. I really feel that I can maybe put that to the client and see what they think about that idea.’ So, that’s brilliant, you know.”

Improved Case Management for Clients

“You might go with a referral and just feel like, I don’t know where to go to from here and everyone is a specialist in her service so they might have suggestions, go here with that issue, go here.”

“You’ve got so much knowledge around this table of people that have experienced the same thing and they can help you when you run into an issue.”

Opportunities



Next Steps

- Address challenges and improvement opportunities
 - Engagement of Aboriginal organisations (63% of clients)
 - Progress and resolve systemic issues identified
 - Engage with urban homeless through outreach
 - Awareness of brokerage funds
- Final project evaluation
- Proposal seeking NTG support for HRG continuation as a “low cost” model